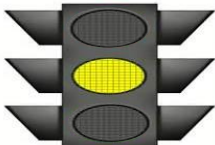
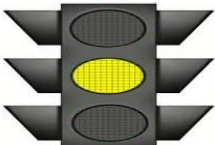


Priority 1 Calls Not Responded to within 60 minutes Metro Animal Services

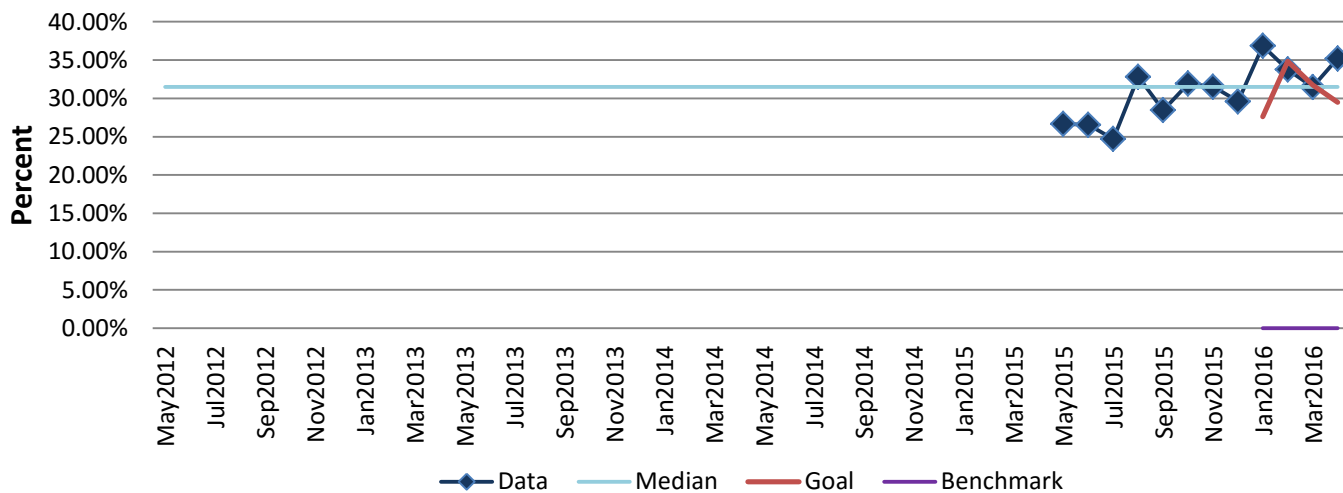
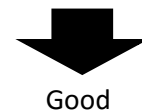


KPI Owner: Adam Hamilton

Process: Field Services

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY14: 61% avg. Goal: 0% Priority 1 calls not reposed to within 60 minutes by May 2017. Benchmark: 0%		Data Source: Chameleon Goal Source: EM Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Number of priority 1 calls not responded to within 1 hour divided by the total number of priority 1 calls responded to in a month. Why Measure: Improve the quality and timeliness of services Next Improvement Step: Officers are being encouraged to do more runs. Will train officers in particular areas to become experts.		
How Are We Doing?					
Jan2016-Apr2016 4 Month Goal	Jan2016-Apr2016 4 Month Actual		Apr2016 Goal	Apr2016 Actual	
30.93%	34.33%		29.48%	35.20%	
Percent	Percent		Percent	Percent	

Priority 1 Calls Not Responded to within 60 minutes



May2015-Apr2016 Response Time Distribution

